

VENUE

1. Where will the games be held?

- Any! You will just need to hire a venue and we will assist you with the set up. However, we reserve the rights to refuse certain locations due to safety reasons.
- Need help with the booking of venue? Sure! We are able to rent it for you. Indicate your interest in the booking form and we can work it from there!
- Basic requirements of game venue (applicable to Zorb Ball only):
 - Flooring of venue should not be hard or rough as it will damage the bubble suits. Acceptable ones would be astroturf, grass surfaces, etc.
 - Availability of electrical supply near playing field to inflate bubble suits.
 - Accessibility of vehicle for transportation of bubble suits.

EQUIPMENT

1. What happens if we damage or lose the equipment?

- Unfortunately, your deposit will be forfeited. (More details in Payment Terms & Conditions)

2. How do I pick up or return the equipment if I rented my own venue?

- You may self collect it at our office or opt for a delivery at \$15/trip.

COSTS

1. What are the benefits of hiring our facilitator(s)?

- Our trained facilitator(s) will be able to run the entire event for you. Armed with an arsenal of games targeted at creating the most fun and team building, we will plan and execute missions that are catered for you and your participants!

2. Does equipment rental include the booking fee of venue?

- Sorry to say, nope, but we are able to help you with the booking! Feel free to discuss with us!

3. Are there any other additional costs?

- Nope! All costs are upfront. There will be absolutely no extra hidden charges.

PAYMENT

1. How do I know when my booking is confirmed?

- Upon receiving a confirmation email after paying the deposit, you can look forward to time of great fun and bonding!

2. How much is the deposit?

- The deposit is \$100. Payment can be made through bank transfer.

3. What is the payment process?

- You will be required to pay the full rental amount with deposit before the event or upon collection of the equipment (whichever applicable). The deposit will be refunded after the event when no damage/loss is reported.

4. What is the refund policy if we need any cancellations?

- Sorry to say that it is non-refundable.